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News Release

Providence VA Medical Center
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Providence VA Medical Center Earns 5-Star Quality Rating

PROVIDENCE, R.I. – The Providence VA Medical Center received the highest quality rating, 5-stars, in the most recent Strategic Analytics for Improvement and Learning, or SAIL, model performance ratings by the Veterans Health Administration, Tuesday, Jan. 10, 2017.

“This achievement is the result of a sustained, systematic process improvement effort from staff throughout the medical center,” said Dr. Susan MacKenzie, director of the Providence VAMC. “It’s the commitment of our exceptional staff, volunteers and community partners that enables us to provide Veterans with the high-quality care they’ve earned through their service.”

SAIL is a data-driven system for summarizing performance within the VHA. It assesses 27 quality measures in areas such as access to care, patient safety, clinical outcomes, readmission rates, hospital-acquired infections and overall efficiency. The most recent ratings rank the Providence VA Medical Center 16th out of 146 star-rated VA medical centers nationwide. The achievement follows other recent Providence VAMC accomplishments, including:

- The Providence VAMC was completing more than 98 percent of appointments within 30 days of the preferred date as of Nov. 30, 2016, the most recent data available, and can now provide many Veterans with same-day access for both primary care and mental health care.
- As of December 2016, 92 percent of patients answered "satisfied" or "completely satisfied" on kiosk patient satisfaction surveys.
- The Providence VA Medical Center ranked fourth nationally in the VHA’s 2016 all-employee survey results.
- In December 2015, the Providence VAMC jointly announced a neuroscience partnership with Lifespan, Brown University, the University of Rhode Island and Care New England focused on identifying the causes of and treatments for a wide-range of diseases and disorders, such as Alzheimer’s disease, epilepsy, stroke, traumatic brain injury and autism.

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